



# Service Bulletin

## PRELIMINARY INFORMATION

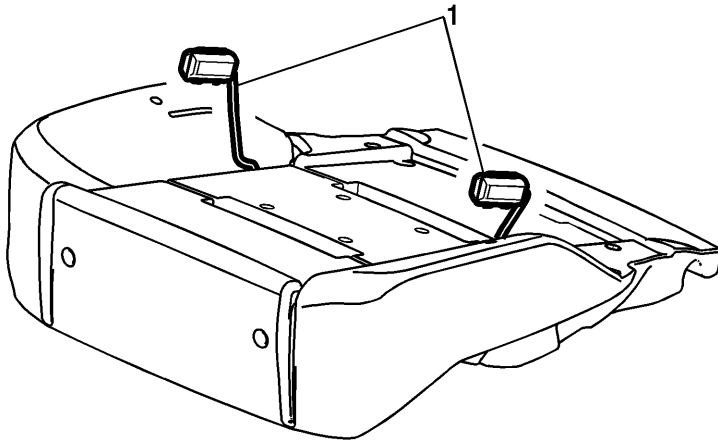
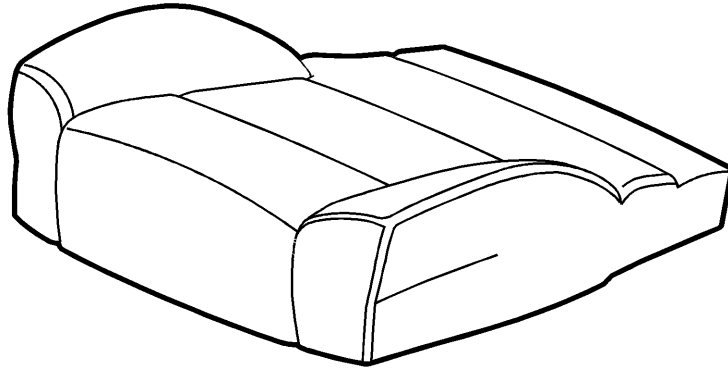
**Subject:** Drivers Safety Alert Seat Cushion Discomfort (Haptic Motor Position)

**Models:** 2015 Cadillac Escalade Models  
2014 Chevrolet Silverado 1500  
2015 Chevrolet Silverado, Suburban, Tahoe  
2014 GMC Sierra 1500  
2015 GMC Sierra, Yukon Models  
With Driver Alert Package (RPO Y65)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some owners may comment when sitting in the driver's seat they can feel the left or right haptic seat motors, located in the seat cushion as shown below (1). These haptic seat motors are also called front seat lane departure warning actuators. The orientation of the haptic seat motor can be changed to help reduce the issue.



**Recommendation/Instructions**

**Important:** Do NOT attempt to modify positioning of the motors beyond the rotation shown.

Access both haptic seat motors and rotate the motors flat, as shown below and then reinstall them back into the seat cushion. This will help improve the comfort of the seat cushion.



**Warranty Information**

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
6421500	Front Seat Lane Departure Warning Actuator Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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